



DEPARTMENT OF THE NAVY
U.S. NAVAL SUPPORT ACTIVITY
PSC 817, BOX 1
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NAVSUPPACT NAPLES INST 11101.8E
N05

30 JUL 2002

NAVSUPPACT NAPLES INSTRUCTION 11101.8E

From: Commanding Officer, U.S. Naval Support Activity, Naples,
Italy

Subj: FAMILY HOUSING LOANER FURNITURE/PARTIAL FULL-TOUR
FURNISHING/SINGLE SERVICE MEMBER FURNISHING PROGRAMS

Ref: (a) DOD 4165.63L
(b) NAVFAC P-930
(c) OPNAVINST INST 11101.44
(d) NAVFACENGCOM INST 11101.97

Encl: (1) Partial Full-Tour Furnishing (PFTF) Program Inventory
List
(2) Loaner Furniture (LF) Program Inventory List
(3) Definitions
(4) Housing Welcome Center Furniture and Appliance
Agreement
(5) Price List for LF/PFTF Repair, Cleaning and
Replacement

1. Purpose. To provide policy, procedures and guidance as per references (a) through (d) for the use and management of the Housing Department LF program, the PFTF program and the Single Service Member Furnishings (SSMF) program at U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy. The SSMF program is available only in Gaeta and Rome.

2. Cancellation. NAVSUPPACT NAPLES INST 11101.8D.

3. Background. Per references (a) through (d), NAVSUPPACT Naples maintains government-owned LF for temporary loan to arriving and departing families throughout the NAVSUPPACT Naples area of responsibility. These items enable families to occupy permanent quarters prior to the arrival of household goods (HHG) and after HHG have been picked up for shipment prior to departure of the sponsor and/or family members. Additionally, the PFTF/SSMF items are available upon request and may be kept for the entire tour. LF, PFTF and SSMF furnishings consist of

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the items listed in enclosures (1) and (2). All LF, PFTF and SSMF items will be delivered in a clean and workable condition.

4. Definitions. For the purpose of this instruction, definitions of frequently used terms are provided in enclosure (3).

5. Eligibility

a. All military and DoD civilians stationed in the Naples area with a transportation agreement and who are entitled to shipment of HHG and have a lease agreement negotiated through NAVSUPPACT Naples Housing Office, are eligible to receive furniture on a temporary basis while their HHG are in transit. The loan of furniture items may not exceed 90 days, unless an extension is granted by the Housing Director. These same members are eligible to receive PFTF. When two separate military or DoD civilians live together, LF/PFTF items are issued as one household. Eligibility of other personnel (i.e., contractors, reservists and foreign nationals) is determined on a case-by-case basis using their active duty orders and/or interservice support agreement (ISSA) eligibility.

b. The SSMF program is authorized for unaccompanied E-4 and below personnel assigned to shore commands in Gaeta and Rome only. The LF is available for full tour. This program allows junior service members who cannot afford the luxury of buying or shipping household goods to Gaeta or Rome to obtain PFTF and SSMF for their entire tour.

6. Procedures. The NAVSUPPACT Naples Housing Office will manage the Family Housing LF/PFTF/SSMF programs in Naples and its area of responsibility. When requesting LF/PFTF/SSMF, the sponsor or authorized representative will complete enclosure (4), or equivalent form, electronically generated in an automated system and submit it at least three working days prior to the desired delivery/pick up date. When requesting delivery, the sponsor or authorized representative will provide a copy of the sponsor's PCS orders, copy of housing lease agreement, an accurate map to the residence, a phone number where they may be reached and, if Navy, a current copy of their page 2. The sponsor will schedule the delivery appointment after the lease contract is signed or assignment to government quarters is

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accomplished. Applicants should have a confirmed delivery date of LF/PFTF/SSMF items prior to canceling hotel reservations.

7. Responsibility of Applicant

a. Personnel requesting LF/PFTF/SSMF will remain at their residence on the date scheduled by the housing warehouse for delivery, pickup or repair of LF/PFTF/SSMF. Failure to maintain an appointment may result in the member being charged for the cost of the attempted delivery, pick-up or repair call. Delivery and pick up hours are from 0800 to 1800, and repair calls are from 0800 to 1800 daily (except weekends and holidays). If the sponsor contacts the housing warehouse after 1530 the day before the expected delivery, they will be informed to expect either an AM (0800-1300) or PM (1200-1800) delivery.

b. The check-in inventory will be completed by the contractor/sponsor. The material condition, along with quantity of each item, will be noted at the time of delivery or pick up of LF/PFTF/SSMF. All damages, discrepancies and cleanliness must be clearly annotated on the delivery request form. Thorough documentation of all damage, discrepancies and cleanliness is the responsibility of the sponsor. If no comments are noted, the condition is considered to be clean and in good condition. At no time will LF/PFTF/SSMF be stored, temporarily or permanently. It will not be set outside awaiting pickup or repair, or for any other reason. Residents are not authorized to move government-owned furniture to another residential location without prior approval from the Housing Warehouse Supervisor. Arrangements for warehouse movement of PFTF can be arranged through the Housing Office by paying the cost to the government charges before the date of the move.

c. After delivery of HHG, entitlement to all LF ceases. Sponsors are responsible for contacting the Housing Office in person to schedule a pickup date. One trip at government expense will be provided to pick up LF. Additional trips will be assessed charges based on cost to the government. Requests for retention of LF beyond the 90-day period of entitlement or after receipt of HHG, whichever is earlier, must be made in writing to the NAVSUPPACT Naples Housing Director, documenting justification. This request for retention should begin prior to the completion of the 90-day period.

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d. PFTF/SSMF repair and trouble calls should be reported to the Trouble Desk at commercial 081-811-4285/4286. The sponsor will be required to provide the following information when placing the repair/trouble call:

(1) Name, rank, social security number, address and telephone number.

(2) Type of appliance requiring service.

(3) Description of problem or failure symptoms.

(4) Date and block of time that repair is desired; morning (0800-1300) or afternoon (1200-1800).

(5) Assurance that someone will be home on the date between times selected.

e. Emergency after hours appliance trouble calls will be placed to the NAVSUPPACT Naples Quarterdeck at 081-568-5547. The Duty Officer will, in turn, notify the Facilities Division Director who will call appropriate personnel to effect the repairs. If a stove, refrigerator or freezer is out of service, a replacement item will be treated as an "emergency trouble call" and will be corrected within 3-4 hours of warehouse notification.

f. All appliances must be clean and ready for reissue at the time of pickup or a cleaning charge will be assessed to the sponsor in accordance with enclosure (5). In accordance with reference (c), all charges assessed must be paid in full prior to checkout for PCS transfer.

8. Responsibility of the Housing Office

a. Plan program, budget and execute the furnishings program.

b. Establish program levels for authorized furnishing items and maintain an inventory sufficient to meet requirements.

c. Conduct an annual physical inventory of furnishings and reconcile property record accounts.

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d. Maintain accurate records of purchase/repair dates and costs and usage as a basis for developing historical data for analysis and evaluation.

e. Minimize furnishings storage requirements.

f. Inform members that furnishings and equipment must be returned ready for immediate reissue and that they will be liable for any cleaning charges. Inform residents of their liability, in accordance with reference (c), for loss or damage to government furnishings caused by their negligence, willful misconduct, or that of their family members, guests and/or pets.

g. Inform residents of the safe and appropriate operation of appliances, to include written information on operation and maintenance of appliances as applicable.

h. Ensure that furnishings are managed and used in accordance with established procedures and in full compliance with reference (d).

i. Maintain a supply of all required forms to ensure that personnel do not experience any unnecessary delay in applying for delivery or pickup of LF/PFTF/SSMF. Housing Office staff will ensure that the appropriate forms are properly completed and signed by the sponsor and that all required documents are attached.

j. Take aggressive action to collect all reimbursements for cleaning of, damage to or loss of government-owned LF/PFTF/SSMF. Under no circumstances will the Housing Office staff checkout a member if damage claims have not been paid in full or all items have not been returned.

k. Ensure that delivery and pick up of LF/PFTF/SSMF are accomplished within three working days after submittal of

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appropriate forms and ensure that repairs to LF/PFTF/SSMF are completed within one day of receiving a repair call.

A handwritten signature in black ink, appearing to read "D. J. Frederick", is positioned above the printed name.

D. J. FREDERICK

Distribution:

NAVSUPPACT NAPLES INST 5216.4W

List: I through V

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<u>Item Description</u>	<u>Quantity Remarks</u>
Refrigerator*	1 American model, 220V, large 1 European model, 220V, small
Stove, gas*	1 American model, 220V, large 1 European model, 220V, small
Washer*	1 American model, 220V, large 1 European model, 220V, small
Washer/Dryer Combo, electric	1 European model, 220V, small
Washer/Dryer Stackable, electric (these can be separated)	1 European model, 220V, small
Dryer, Gas	1 American model, 220V, large
Transformers	2 2000 watts
Hutch, Kitchen	1 (choice of 2 doors or 3 doors)
Microwave	1 European, 220V
Freezer*	1 American chest type, large 1 American drawer type, small
Wardrobes	1 per person, plus one extra for the military member or GS-12 or above
Satellite System	Choice of Analog or Digital
Fan, floor type, oscillating	2 each
Carbon Monoxide Detector	1 for each living floor of the home
Air Conditioner (Portable)	One for each economy resident upon request

*Member has choice of large or small.

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<u>Item Description</u>	<u>Quantity Authorized</u>
Dining table	1
Dining room chairs	See Note 1
Love seat	1
Arm chairs	See Note 1
Coffee table	1
End tables	2
Double bed	See Note 2
Single bed	See Note 1
Chest of drawers	See Note 1
Night stands	See Note 1
Table lamps	See Note 1
Crib	See Note 2
High chair	See Note 2

Note: 1. The quantities of these items depend on the size and needs of the member and their family.

2. These items are not available for the Single Service Member Furnishing program.

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DEFINITIONS

Area of Responsibility: NAVSUPPACT Naples area of responsibility includes family housing and bachelor quarters in Naples, Gaeta and Rome, Italy.

Carbon Monoxide Detector/Alarm: A portable instrument that, when installed properly, will detect a build up of carbon monoxide gas in residential quarters.

ISSA (Interservice Support Agreement): An agreement between the government and a civilian or host component.

Loaner Furniture (LF): Furniture that is temporarily loaned to the member pending arrival of household goods or after household goods are packed for return shipment prior to the family departing the area.

Partial Full-Tour Furnishings (PFTF): Includes furniture and/or appliances loaned to the member for a portion (partial) or all (full tour) of their tour in the area.

Satellite System: A satellite and decoder system available for the full tour as an option for local television reception.

Single Service Member Furniture (SSMF): A special loaner furniture program established for unaccompanied E-4 and below personnel assigned to shore commands in Gaeta or Rome. The items are issued for the full tour.

Sponsor (Military/Civilian): The member who is responsible for all loaner items.

Transportation Agreement: Written agreement between the DoD and the military or civilian sponsor guaranteeing shipment of household goods from departing activity to receiving activity.

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HOUSING WELCOME CENTER
FURNITURE AND APPLIANCE AGREEMENT

NAME _____ RANK _____ SSN _____ DATE _____

APPLICANTS MUST INITIAL, SIGN AND DATE INDICATING CONCURRENCE/UNDERSTANDING
THERE ARE NO SCHEDULED APPOINTMENTS FOR DELIVERIES OR PICK-UPS

You may call the Housing Warehouse in Teverola at 081-811-4242 after 3:30 the day prior to your delivery/pick-up and be told if you are in the AM or PM time slot. Many things can affect the schedule, including weather traffic and road conditions, bad maps and missed appointments.

Initials

_____ I understand that it is my responsibility to schedule my delivery, pick-up or transfer in person at one of the housing offices located in Gricignano, Capodichino or the Housing Warehouse in Teverola.

_____ I understand that any changes to my requests must be completed in person 24 hours prior to my scheduled time slot at any of our housing offices.

_____ I understand I WILL BE CHARGED for MISSED appointments.

_____ I understand that I will take delivery of my LF/PFTF on my chosen day and ensure its proper placement.

_____ I understand that it is my responsibility to ensure the furnishings that I choose will fit into my residence. There is a charge for any replacement of furniture due to error in furniture selection.

I understand that all loaner furniture is for a 90-day period ONLY and that it is my responsibility to make arrangements for pick-up prior to the expiration of the 90-day period. If my household shipment is delayed and I need more than 90 days, I will submit a letter to the Housing Director, Housing Office, PSC 810 Box 7, FPO AE 09619-1007, requesting an EXCEPTION TO POLICY and citing my justification.

_____ I understand that it is my responsibility to inform the Housing Warehouse Office if I should change residences, before relocating any government-owned furnishings. I must provide my new address, a map and copy of my lease contract.

_____ I understand that it is my responsibility to return to the Housing Warehouse all loaner furniture, PFTF and Self-Help property prior to my permanent change of duty station, retirement or detachment from the military or civil service.

_____ I understand that if any service is needed to my appliances or Partial Full Tour Furnishings, I will call the Trouble Desk at 081-811-4285/4286 to schedule a repair. All repairs for appliances will be scheduled for "AM" 8:00 to 1:00 or "PM" 12:00 to 6:00. THERE ARE NO SCHEDULED APPOINTMENTS.

I understand that I am responsible for the condition and upkeep of all government-issued equipment, appliances and furnishings in my possession. Under no circumstances will I store any equipment outside my dwelling. I will examine each item at time of delivery and pick-up. I will be charged for any and all repairs, replacement or cleaning beyond normal wear and tear. I will contact the Housing Warehouse concerning any charges before my departure.

Applicant's Signature _____ Date: _____

Counselor's Signature _____ Date: _____

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Price List for LF/PFTF Furniture, Repair, Cleaning and Replacement

ITEM/SIZE	SERVICE	REPAIR	CLEANING	REPLAC.	REPLAC.
	REPAIR MINOR	LABOR COST	COST	COST	COST
	COST				After 3 Years
A/C Carrier	\$66	\$66	\$5	\$901.00	\$450.50
Bedspring, Dbl.	Only replacement	Only replacement	Not applicable	\$55.00	
Bedspring, Single	Only replacement	Only replacement	Not applicable	\$42.00	
Crib Mattress	Not repairable	Not repairable	\$5	\$35.00	
Crib, Jenny Lyn	\$30	\$50	\$5	\$61.00	
Dining Chair, New	Not applicable	\$25	\$10	\$128	
Dining Chair, Old	Not applicable	\$25	\$10	\$79.00	
Dining Table Drop Leaf	Not applicable	\$25	\$5	\$268.00	
Dining Table Ext.	Not applicable	\$25	\$5	\$550.00	
Dishwasher	\$66	\$66	\$15	\$348.00	\$174.00
Dresser, Chest	\$30	\$50	\$5	\$272.00	
Dryer, Large	\$66	\$66	\$15	\$222.50	\$111.25
Dryer, Small	\$66	\$66	\$15	\$222.50	\$111.25
Dryer, Stackable	\$66	\$66	\$15	\$222.50	\$111.25
Fan	Not repairable	Not repairable	Not applicable	\$21.00	
Footboard, Dbl.	\$30	\$50	\$5	\$147.00	
Footboard, Single	\$30	\$50	\$5	\$73.00	
Freezer, Large	\$66	\$66	\$15	\$206.50	\$103.25
Freezer, Small	\$66	\$66	\$15	\$143.00	\$71.50
Headboard, Dbl.	\$30	\$50	\$5	\$147.00	
Headboard, Single	\$30	\$50	\$5	\$73.00	
Hutch, 2 Door	\$30	\$50	\$10	\$294.00	
Hutch, 3 Door	\$30	\$50	\$10	\$377.00	
Lamp, Table, Large	Not repairable	Not repairable	\$5	\$40.00	
Lamp, Table, Small	Not repairable	Not repairable	\$5	\$40.00	
LR Arm Chair BL/new	Not applicable	\$25	\$15	\$285.91	
LR Arm Chair TH/new	Not applicable	\$25	\$15	\$385.00	
LR Arm Chair TH/old	Not applicable	\$25	\$15	\$192.00	
LR Loveseat BL/new	Not applicable	\$25	\$20	\$393.47	
LR Loveseat BL/old	Not applicable	\$25	\$20	\$181.00	
LR Loveseat TH/new	Not applicable	\$25	\$20	\$643.00	
LR Loveseat TH/old	\$30	\$25	\$20	\$321.00	
LR Table, Coffee/new	\$30	\$50	\$5	\$176.00	
LR Table, Coffee/old	\$30	\$50	\$5	\$88.00	
LR Table, End/new	\$30	\$50	\$5	\$168.00	
LR Table, End/old	\$30	\$50	\$5	\$84	
Mattress, Dbl.	Not repairable	Not repairable	\$15	\$138.00	
Mattress, Dbl. Rem	Not repairable	Not repairable	\$15	\$167.00	
Mattress, Single	Not repairable	Not repairable	\$15	\$109.00	
Mattress, Single Rem	Not repairable	Not repairable	\$15	\$109.00	
Microwave	Not applicable	Not applicable	\$10	\$161.00	\$80.50
Microwave Plate, Lg.	Only replacement	Only replacement	Not applicable	\$30.00	
Microwave Plate, Sm.	Only replacement	Only replacement	Not applicable	\$25.00	
Night Stand	\$30	\$50	\$5	\$73.00	

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Price List for LF/PFTF Furniture, Repair, Cleaning and Replacement

Refrigerator, Large	\$66	\$66	\$20	\$593.20	\$296.60
Refrigerator, Small	\$66	\$66	\$20	\$220.00	\$110.00
Remote Control	Only replacement	Only replacement	Not applicable	\$70.00	
Sat. System, Galaxis	Only replacement	Only replacement	Not applicable	\$558.00	
Sat. System, LNB	Only replacement	Only replacement	Not applicable	\$45.00	
Sat. System, Nokia	Only replacement	Only replacement	Not applicable	\$510.00	
Sat. System, Echo	Only replacement	Only replacement	Not applicable	\$468.00	
Stove, Large	\$66	\$66	\$25	\$379.50	\$189.75
Stove, Small	\$66	\$66	\$25	\$200.00	\$100.00
Transformer, 2000	Only replacement	Only replacement	Not applicable	\$99.00	\$49.50
Wardrobe Door	Only replacement	Only replacement	\$5	\$59.00	
Wardrobe Lg. Rem	Only replacement	Only replacement	\$5	\$268.00	
Wardrobe Sm. Rem	Only replacement	Only replacement	\$5	\$205.00	
Washer, Large	\$66	\$66	\$15	\$183.00	\$91.50
Washer, Small	\$66	\$66	\$15	\$243.50	\$121.75
Washer, Stackable	\$66	\$66	\$15	\$243.50	\$121.75
Washer/Dryer Combo	\$66	\$66	\$15	\$334.00	\$167.00